



Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

January 2004

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Extended Coverage Program 03N01: Supplement #1  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module – New Design

**Ref:** Extended Coverage Program 03N01: Dated November 2003  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module

**PURPOSE OF THIS SUPPLEMENT**

- Notify dealers of the availability of the new design fuel delivery module.
- Updated labor times and part information for the new design fuel delivery module.
- Revised technical instructions for the new design fuel delivery module.
- Special required cutting tool.

**PROGRAM TERMS**

This program extends the coverage of the fuel delivery module (FDM) to 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven. This program provides replacement coverage, and is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Certain 2000 and 2001 model year Focus vehicles built at the Wayne and Hermosillo Assembly Plants from Job #1,1999 through June 13, 2001. Affected vehicles are identified in OASIS. In addition, visit <https://web.fsavinilts.dealerconnection.com> for a list of vehicles assigned to your dealership.

**REASON FOR PROVIDING ADDITIONAL COVERAGE**

Some of the affected vehicles may experience stalling, engine hesitation, loss of power, surging, and other similar symptoms as a result of contamination of the fuel pump filters. Because the contamination of the filters is progressive, they may ultimately become sufficiently blocked to cause the engine to stall completely. Although the symptoms noted above can occur under a variety of driving conditions, they are most likely to occur when there is less than one-quarter tank of fuel and/or when the driver is attempting to accelerate while making a right turn maneuver (such as entering a highway through a cloverleaf) or while driving uphill.

## **SERVICE ACTION**

If the customer informs you that their vehicle exhibits stalling, engine hesitation, loss of power, surging, or other similar symptoms, **replace the FDM**. There is no need for further diagnostics prior to FDM replacement. Owners are not to be charged for any diagnostics or repairs related to the FDM replacement.

Prior to performing service, tell the customer:

- Ford will replace the FDM at no cost based upon the customer's description of the condition without performing any diagnostics.
- That without performing diagnostics other conditions that may affect driveability, if any, would not be addressed by an FDM replacement.
- That diagnosis and correction of any remaining driveability issues, if any, are the responsibility of the customer unless the vehicle still has remaining Basic Vehicle Warranty coverage.
- This Customer Satisfaction program only covers replacement of the FDM.

Obtain customer approval before conducting any diagnostics.

**EFFECTIVE IMMEDIATELY, ONLY THE NEW DESIGN FDM IS TO BE INSTALLED.** With the release of the new "CA" level FDM, the road test diagnostic time has been eliminated. Dealers are to replace the FDM if the customer describes the above symptoms; no additional diagnostics are required.

Detailed Technical Instructions and revised labor times to install the new design FDM are included with this 03N01 Supplement #1.

## **SPECIAL CUTTING TOOL**

A special cutting tool will be needed to install the new design fuel pump. One cutting tool along with a replacement-cutting blade will be supplied (free of charge) to each dealership. Additional cutting tools will be available for purchase. See Attachment II for further information on tool ordering and Attachment III for tool usage.

## **AN OPPORTUNITY TO BUILD CUSTOMER LOYALTY**

With increased service capacity, use the resulting service traffic to acquire new retail service customers, or become re-acquainted with current ones. Take this opportunity to make a lifetime customer by demonstrating:

- **Care** by using the Quality Care Report Card every time to identify additional service needs that may require attention.
- **Convenience** by offering convenient payment terms, by scheduling service appointments, and by providing convenient hours and days of operation.
- **Competitive Pricing** by promoting national, regional, and your individual dealer service specials.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Customer Notification Letter (previously mailed to all customers under 03N01)

## **QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5621

Sincerely,

Frank M. Ugon

**Extended Coverage Program 03N01-S1  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module**

**OASIS ACTIVATED?** Yes

You must use OASIS to determine if a vehicle is eligible for this program.

**NOTE:** Under Program 03N01-S1, each vehicle is limited to one replacement FDM. Submission of a claim under 03N01-S1 will remove the vehicle from OASIS because the affected vehicles are not eligible for multiple repairs once the FDM has been replaced. Owners who previously had their vehicles repaired under 03N01 prior to this Supplement are eligible for a second repair under 03N01-S1; affected VINs have been reopened in OASIS.

**FSA VIN LIST ACTIVATED?** Yes**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the symptoms described earlier in this letter.

**SOLD VEHICLES**

Only owners with affected vehicles that exhibit the stated symptoms will be directed to dealers for service action. See "SERVICE ACTION" above for specific direction.

**RELATED DAMAGE**

- If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

- This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs made before the date of the Customer Notification Letter (or after the date of the letter if an emergency repair was made away from the servicing dealer). Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.

Refund Claiming Information. (Submit on separate repair line.)

- |                         |                          |
|-------------------------|--------------------------|
| - Program Code: 03N01   | - Misc. Expense: ADMIN   |
| - Misc. Expense: REFUND | - Misc. Expense: 0.2 Hr. |

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Refunds must be claimed on a repair line that is separate from the FSA's repair line.

**Extended Coverage Program 03N01-S1  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
* Interview Customer and Replace Fuel Delivery Module (includes 0.1 hour to remove retaining ring)	03N01C**	1.6 Hours

\*Includes time to drain and filter fuel, remove retaining ring, refill fuel tank with filtered fuel, and check for leaks.

\*\*For repairs initiated after January 22, 2004 you will no longer be able to claim labor operation 03N01B or part number 1M5Z-9H307-AC.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

The new design FDM is now available, and must be used to service vehicles that experience the condition. EFFECTIVE IMMEDIATELY, DO NOT USE ANY PREVIOUS DESIGN FDMS TO SERVICE THE AFFECTED VEHICLES.

Parts will not be direct shipped for this program. Order your parts requirements through normal ordering processing channels.

- All order types – Follow normal dealer order processes.

Part Number	Description	Quantity
1M5Z-9H307-CA	Fuel Delivery Module – New Design	1

**SPECIAL CUTTING TOOL**

A special cutting tool will be needed to install the new design fuel pump. One cutting tool, (part number 310-133) along with a replacement-cutting blade (part number 310-133/1), will be supplied free of charge to each dealership. Additional cutting tools and/or cutting blades will be available for purchase by calling 1-800-ROTUNDA (1-800-768-8632).

**Extended Coverage Program 03N01-S1**  
**Certain 2000 and 2001 Model Year Focus Vehicles**  
**Fuel Delivery Module**

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**CLAIM HANDLING PROCEDURE FOR RETURNING OLD LEVEL FDMS:**

- Prepare and submit a PCS claim as described below.
- **DO NOT** ship the parts until Return Authorization is granted.
- The return authorizations will include shipping addresses.

**PCS CLAIM INSTRUCTIONS**

When you create your PCS claim, use the following information for the REASON CODE, SHIPPER NBR, and LINE EXPLANATION fields:

REASON CODE:	GB
SHIPPER NBR:	03N01
LINE EXPLANATION:	Design Revision

- When preparing your PCS claim, list the part number being returned on the claim, and indicate the quantity of that part number being returned.
- Your PCS claim **must be submitted by February 18, 2004.** Claims filed after this date will be denied.



Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

November 2003

Attached is a letter announcing the details of a no-charge program Ford Motor Company will be conducting concerning your vehicle's fuel pump. We have found that some 2000 and 2001 Ford Focus vehicles may experience symptoms of engine hesitation, loss of power, surging and other similar symptoms as a result of progressive contamination of the fuel pump filters.

To address this issue, Ford is developing a new design fuel pump, which we expect to have available by late January 2004. Until the new design pump is available, we recommend the following:

CURRENT VEHICLE PERFORMANCE	RECOMMENDED ACTION
Your Focus has none of the symptoms described above.	No action required at this time. Keep attached letter.
Your Focus demonstrates mild to moderate levels of the symptoms described above.	Wait until late January when the new design pump is available. See below for operating recommendations.
Your Focus clearly demonstrates repeated power loss, stalling or near stalling events.	Call your dealer promptly for a service appointment and to determine availability of an interim part.

You may reduce the likelihood of the symptoms occurring by keeping your fuel tank at least half full. If the symptoms do occur, easing off the accelerator will reduce the demand on the pump and may alleviate the symptoms.

Ford is initiating this program with your satisfaction in mind. Thank you for your cooperation with this important matter.



Frank M. Ugon  
Ford Motor Company  
P.O. Box 1804  
Dearborn, Michigan 48121

January 2004

**Program 03N01 - Possible Engine Stalling in 2000 and 2001 Ford Focus Vehicles**

Mr. John Sample  
123 Main Street  
Anytown, USA 12345

Your Vehicle Identification Number: 12345678901234567

Ford Motor Company has determined that certain 2000 and 2001 Ford Focus vehicles may experience engine hesitation, loss of power, surging, and other similar symptoms as a result of contamination of the fuel pump filter. Because the contamination of the filter is progressive, they can ultimately become sufficiently blocked to restrict the flow of fuel completely, thus leaving the engine starved for fuel. To enhance your safety and increase your satisfaction with your vehicle, Ford is offering to replace your vehicle's fuel pump assembly (parts and labor) at no cost to you if your vehicle exhibits any of the above conditions. This offer is valid for a period of 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven.

Although the symptoms noted above can occur under a variety of driving conditions, they are most likely to occur when there is less than one-quarter tank of fuel and/or when the driver is attempting to accelerate while making a right-hand maneuver, such as entering a highway through a cloverleaf or driving uphill. If you encounter any of these symptoms, you may reduce their likelihood and possible engine stall by keeping the fuel tank at least one-half full until having the vehicle serviced. If the symptoms do occur, closing the accelerator pedal may also help reduce the severity of the symptoms.

**What you should do**

If you experience the symptoms noted above, take your vehicle to your dealer. Your dealer will replace the fuel pump at no charge to you unless it is clear that the symptoms are caused by some other component. This program does not cover parts or procedures other than replacement of the fuel pump assembly.

**Reason for this additional coverage program**

In the interest of your satisfaction and safety, Ford Motor Company is providing no-charge replacement coverage for the fuel pump. This one-time replacement coverage, in which a fuel pump with an improved design will be installed, applies to certain 2000 and 2001 model year Focus vehicles. This replacement coverage is for a period of 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven.

This coverage exceeds the provisions of your car's original vehicle warranty coverage for this part and is automatically transferred to subsequent owners.

**How long will it take**

If a fuel pump replacement is required, the time needed is approximately one half day. However, due to service scheduling issues, your dealer may need your vehicle for a longer period of time.





Frank M. Ligon  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1804  
Dearborn, Michigan 48121

January 2004

**TO:** All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT:** Extended Coverage Program 03N01: Supplement #2  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module – New Design

**Ref:** Extended Coverage Program 03N01: Supplement #1 Dated January 2004  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module – New Design

**Ref:** Extended Coverage Program 03N01: Dated November 2003  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module

#### **PURPOSE OF THIS SUPPLEMENT**

- Re-Instate 0.3 Hour road test labor times
- Revised technical instructions which include a road test to be performed after FDM replacement to determine if the driveability concern has been corrected.

#### **PROGRAM TERMS**

This program extends the coverage of the fuel delivery module (FDM) to 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven. This program provides replacement coverage, and is automatically transferred to subsequent owners.

#### **VEHICLES COVERED BY THIS PROGRAM**

Certain 2000 and 2001 model year Focus vehicles built at the Wayne and Hermosillo Assembly Plants from Job #1, 1999 through June 13, 2001. Affected vehicles are identified in OASIS.

#### **REASON FOR PROVIDING ADDITIONAL COVERAGE**

Some of the affected vehicles may experience stalling, engine hesitation, loss of power, surging, and other similar symptoms as a result of contamination of the fuel pump filters. Because the contamination of the filters is progressive, they may ultimately become sufficiently blocked to cause the engine to stall completely. Although the symptoms noted above can occur under a variety of driving conditions, they are most likely to occur when there is less than one-quarter tank of fuel and/or when the driver is attempting to accelerate while making a right turn maneuver (such as entering a highway through a cloverleaf) or while driving uphill.

### **SERVICE ACTION**

If the customer informs you that their vehicle exhibits stalling, engine hesitation, loss of power, surging, or other similar symptoms, replace the FDM. There is no need for further diagnostics prior to FDM replacement. Owners are not to be charged for any diagnostics or repairs related to the FDM replacement.

Prior to performing service, tell the customer:

- Ford will replace the FDM at no cost based upon the customer's description of the condition without performing any diagnostics.
- That without performing diagnostics other conditions that may affect driveability, if any, would not be addressed by an FDM replacement.
- That after FDM replacement, a road test will be conducted at no charge to determine if the driveability concern has been corrected.
- That diagnosis and correction of any remaining driveability issues are the responsibility of the customer unless the vehicle still has remaining Basic Vehicle Warranty coverage.
- This Customer Satisfaction program only covers replacement of the FDM.

Obtain customer approval before conducting any further diagnostics.

### **EFFECTIVE IMMEDIATELY, ONLY THE NEW DESIGN FDM IS TO BE INSTALLED.**

Detailed Technical Instructions and revised labor times to install the new design FDM are included with this 03N01 Supplement #2.

### **SPECIAL CUTTING TOOL**

A special cutting tool will be needed to install the new design fuel pump. One cutting tool along with a replacement-cutting blade will be supplied (free of charge) to each dealership. Additional cutting tools will be available for purchase. See Attachment II for further information on tool ordering and Attachment III for tool usage.

### **AN OPPORTUNITY TO BUILD CUSTOMER LOYALTY**

With increased service capacity, use the resulting service traffic to acquire new retail service customers, or become re-acquainted with current ones. Take this opportunity to make a lifetime customer by demonstrating:

- Care by using the Quality Care Report Card every time to identify additional service needs that may require attention.
- Convenience by offering convenient payment terms, by scheduling service appointments, and by providing convenient hours and days of operation.
- Competitive Pricing by promoting national, regional, and your individual dealer service specials.

**ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Customer Notification Letter (previously mailed to all customers under 03N01)

**QUESTIONS?**

Claims Information: ..... 1-800-423-8851  
Special Service Support Center (Dealer Only) Questions: ..... 1-800-325-5821

Sincerely,

Frank M. Ligon

**Extended Coverage Program 03N01-S2  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module**

**OASIS ACTIVATED?** Yes

You must use OASIS to determine if a vehicle is eligible for this program.

NOTE: Under Program 03N01-S2, each vehicle is limited to one replacement FDM. Submission of a claim under 03N01-S2 will remove the vehicle from OASIS because the affected vehicles are not eligible for multiple repairs once the FDM has been replaced. Owners who previously had their vehicles repaired under 03N01 with part number 1M5Z-9H307-AC are eligible for a second repair under 03N01-S2; affected VINs have been reopened in OASIS.

**FSA VIN LIST ACTIVATED?** No**STOCK VEHICLES**

Do not perform this program unless the affected vehicle exhibits the symptoms described earlier in this letter.

**SOLD VEHICLES**

Only owners with affected vehicles that exhibit the stated symptoms will be directed to dealers for service action. See "SERVICE ACTION" above for specific direction.

**RELATED DAMAGE**

- If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval prior to the repair of any related damage. Requests for approval after completion of the repair will not be granted.

**ADDITIONAL LABOR TIME**

- This repair will require no additional labor time to complete. Claims submitted with "MT" labor will not be accepted for reimbursement.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs made before the date of the Customer Notification Letter (or after the date of the letter if an emergency repair was made away from the servicing dealer). Refund claims that include other non-covered repairs, or those judged by Ford to be excessive, will not be accepted for reimbursement.

Refund Claiming Information. (Submit on separate repair line.)

- |                         |                          |
|-------------------------|--------------------------|
| - Program Code: 03N01   | - Misc. Expense: ADMIN   |
| - Misc. Expense: REFUND | - Misc. Expense: 0.2 Hr. |

**RENTAL VEHICLES**

The use of rental vehicles is not authorized for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.

- Refunds must be claimed on a repair line that is separate from the FSA's repair line.

**Extended Coverage Program 03N01-S2  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
* Interview Customer, Replace Fuel Delivery Module, and conduct road test <u>after</u> FDM replacement (includes 0.1 hour to remove retaining ring)	03N01C**	1.9 Hours

\*Includes time to drain and filter fuel, remove retaining ring, refill fuel tank with filtered fuel, and check for leaks, and post-repair road test.

\*\*For repairs initiated after January 22, 2004 you will no longer be able to claim labor operation 03N01B or part number 1M5Z-9H307-AC.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

The new design FDM is now available, and must be used to service vehicles that experience the condition. **EFFECTIVE IMMEDIATELY, DO NOT USE ANY PREVIOUS DESIGN FDMS TO SERVICE THE AFFECTED VEHICLES.**

Parts will not be direct shipped for this program. Order your parts requirements through normal ordering processing channels.

- All order types – Follow normal dealer order processes.

Part Number	Description	Quantity
1M5Z-9H307-CA	Fuel Delivery Module – New Design	1

**SPECIAL CUTTING TOOL**

A special cutting tool will be needed to install the new design fuel pump. One cutting tool, (part number 310-133) along with a replacement-cutting blade (part number 310-133/1), will be supplied free of charge to each dealership. Additional cutting tools and/or cutting blades will be available for purchase by calling 1-800-ROTUNDA (1-800-768-8632).

Extended Coverage Program 03N01-S2  
Certain 2000 and 2001 Model Year Focus Vehicles  
Fuel Delivery Module

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**CLAIM HANDLING PROCEDURE FOR RETURNING OLD LEVEL FDMS:**

- Prepare and submit a PCS claim as described below.
- DO NOT ship the parts until Return Authorization is granted.
- The return authorizations will include shipping addresses.

**PCS CLAIM INSTRUCTIONS**

When you create your PCS claim, use the following information for the REASON CODE, SHIPPER NBR, and LINE EXPLANATION fields:

REASON CODE:	GB
SHIPPER NBR:	03N01
LINE EXPLANATION:	Design Revision

- When preparing your PCS claim, list the part number being returned on the claim, and indicate the quantity of that part number being returned.
- Your PCS claim must be submitted by February 23, 2004. Claims filed after this date will be denied.

